

August 2016

Dealer Service Instructions for:

Customer Satisfaction Notification R73 Wheel Stud Wrench

Models

2015-2016 (BU) Jeep® Renegade

2016 (FB) Fiat 500X

NOTE: This campaign applies only to the above vehicles built from March 03, 2015 through September 26, 2015 (MDH 030300 through 092600).

IMPORTANT: Some of the involved vehicles may be in dealer new vehicle inventory. Dealers should also consider this requirement to apply to used vehicle inventory and should perform this campaign on vehicles in for service. Involved vehicles can be determined by using the VIP inquiry process.

Subject

The wheel stud wrench on about 11,700 of the above vehicles may break during use due to a non-compliant heat treatment process causing the material hardness to be out of specification.

Repair

The wheel stud wrench must be replaced on the affected vehicles.

Parts Information

Part Number

68324617AA

Description

Wrench, Wheel Stud

Parts Return

No parts return required for this campaign.

Special Tools

No special tools are required to perform this service procedure.

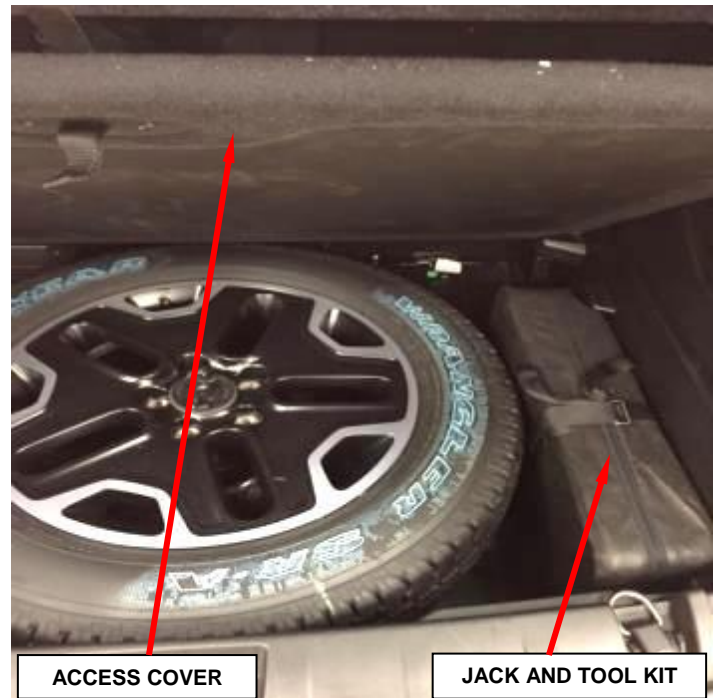
Service Procedure

NOTE: The jack and tools, if equipped, are located in the rear storage compartment inside a special container.

1. Open the liftgate.
2. Lift the access cover using the load floor pull strap.
3. Remove the jack and tool kit (Figure 1).
4. Remove and **discard** the original wheel stud wrench from the jack and tool kit (Figure 2).
5. Install the **NEW** wheel stud wrench (Figure 2).
6. Install the jack and tool kit.

WARNING: A loose tire or jack thrown forward in a collision or hard stop could endanger the occupants of the vehicle. Always stow the jack parts and the spare tire in the places provided.

7. Close the access cover.
8. Close the liftgate.
9. Return the vehicle to the customer.



**Figure 1 – Jack and Tool Kit Location
(Jeep Renegade Shown)**



**Figure 2 – Wheel Stud Wrench
(2016 Model Year Jeep Renegade Shown)**

Completion Reporting and Reimbursement

Claims for vehicles that have been serviced must be submitted on the DealerCONNECT Claim Entry Screen located on the Service tab. Claims submitted will be used by FCA to record Customer Satisfaction Notification service completions and provide dealer payments.

Use the following labor operation number and time allowance:

	Labor Operation <u>Number</u>	Time <u>Allowance</u>
Replace Wheel Stud Wrench	22-R7-31-82	0.2 hours

Add the cost of the parts package plus applicable dealer allowance to your claim.

NOTE: See the Warranty Administration Manual, Recall Claim Processing Section, for complete claim processing instructions.

Dealer Notification

To view this notification on DealerCONNECT, select “Global Recall System” on the Service tab, then click on the description of this notification.

Owner Notification and Service Scheduling

All involved vehicle owners known to FCA are being notified of the service requirement by mail. They are requested to schedule appointments for this service with their dealers. A generic copy of the owner letter is attached.

Enclosed with each owner letter is an Owner Notification postcard to allow owners to update our records if applicable.

Vehicle Lists, Global Recall System, VIP and Dealer Follow Up

All involved vehicles have been entered into the DealerCONNECT Global Recall System (GRS) and Vehicle Information Plus (VIP) for dealer inquiry as needed.

GRS provides involved dealers with an updated VIN list of their incomplete vehicles. The owner's name, address and phone number are listed if known. Completed vehicles are removed from GRS within several days of repair claim submission.

To use this system, click on the “**Service**” tab and then click on “**Global Recall System.**” Your dealer's VIN list for each recall displayed can be sorted by: those vehicles that were unsold at campaign launch, those with a phone number, city, zip code, or VIN sequence.

Dealers should perform this repair on all unsold vehicles before retail delivery. Dealers should also use the VIN list to follow up with all owners to schedule appointments for this repair.

VIN lists may contain confidential, restricted owner name and address information that was obtained from the Department of Motor Vehicles of various states. Use of this information is permitted for this notification only and is strictly prohibited from all other use.

Additional Information

If you have any questions or need assistance in completing this action, please contact your Service and Parts District Manager.

Customer Service / Field Operations
FCA US LLC

CUSTOMER SATISFACTION NOTIFICATION

R73

This notice applies to your vehicle (VIN: xxxxxxxxxxxxxxxxxxxx).

Dear: (Name)

At FCA US LLC, we recognize that the success of our business depends on the satisfaction of our customers. We are constantly monitoring the quality of our products and looking for opportunities to improve our vehicles even after they are sold. Because your long-term satisfaction is important to us, we are contacting you on important improvements we would like to make to your vehicle. This will be done at no charge to you.

We are recommending the following improvements be performed on certain **2015 through 2016 model year Jeep® Renegade and 2016 model year and Fiat 500X vehicles.**

The problem is... **The wheel stud wrench on your vehicle may break during use due to a non-compliant heat treatment process causing the material hardness to be out of specification.**

What your dealer will do... **FCA will repair your vehicle free of charge.** To do this, your dealer will replace the wheel stud wrench. The work will take less than ½ hour to complete. However, additional time may be necessary depending on service schedules.

What you should do... Simply **contact your Chrysler, Jeep, Dodge or RAM dealer** right away to schedule a service appointment. For **Fiat 500X** vehicles, Simply **contact your Fiat studio**, at your convenience, to schedule a service appointment. Your studio will collect the necessary information to ensure that the appropriate parts are available so your service can be completed in a timely manner. Ask the dealer to hold the part for your vehicle or to order them before your appointment. **Please bring this letter with you to your dealer.**

If you need help... If you have questions or concerns which your dealer is unable to resolve, please contact the FCA Group Recall Assistance Center at either **fcarecalls.com** or 1-800-853-1403. For **Fiat 500X** vehicles, contact the Fiat Customer Assistance Center at 1-888-242-6342.

Please help us update our records by filling out the attached prepaid postcard, if any of the conditions listed on the card apply to your vehicle. If you have further questions go to **fcarecalls.com**.

If you have already experienced this specific condition and have paid to have it repaired, you may visit **www.fcarecallreimbursement.com** to submit your reimbursement request online or you can mail your original receipts and proof of payment to the following address for reimbursement consideration: **FCA Customer Assistance, P.O. Box 21-8004, Auburn Hills, MI 48321-8007, Attention: Recall Reimbursement.** Once we receive and verify the required documents, reimbursement will be sent to you within 60 days. If you've had previous repairs and/or reimbursement you may still need to have the recall repair performed on your vehicle.

We apologize for any inconvenience this service may cause to your schedule. FCA is committed to providing our customers with world class quality products, ensuring that you have a positive dealership experience and following up on any issues and concerns that you may have in a timely manner through our Customer Assistance Center. Thank you for being our customer.

Sincerely,
Customer Service / Field Operations
FCA US LLC